

# STAFF DIRECTORY

**PLEASE NOTE:** When calling any of these extensions from outside of W-C you will need to add the prefix of 496 before any extension beginning with "1" and the prefix 217 before any extension beginning with "2".

## ACCOUNTING

**Luis Estrada, Controller -2485**  
**Stormy Sanchez, Payroll -1113**  
**Jason Ndirangu, Senior Accountant -1112**  
**Luz McLaughlin, Staff Accountant II -1116**  
**Jeanette Conner, Staff Accountant I -1175**  
**Donna Buttry, Accting Asst. -2376**  
**Kristen Compton, Financial Analyst -1194**  
**Kim Trafton, AP Specialist -1173**  
**Rochelle Dio, Billing Quality Assurance &  
Quality Control Coordinator -1628**  
**Kenya Baines, Business Office Mgr -1179**  
**Mandi Black, AR Specialist/Resident Bills -1114**  
**Shanna Wampler, Med. Billing Code Spec. -1162**

## ADMINISTRATION

**Ben Unkle, President & CEO -1103**  
**David Myers, CFO -1778**  
**Tori Crenshaw, VP of Resident &  
Health Operations -1166**

**Ashley Allman, Exec. Dir. Foundation &  
Director of Public Relations -1106**  
**Rich Hoherz, Chief Information Officer -1765**  
**Jayda McKinney, Executive Assistant to  
CEO/CFO -1107**  
**Jackie James, Adm Asst & Dev. Coord -1108**  
**Taylor Griffin, Exec Asst to VP of Resident  
& Health Operations -1160**  
**Board Room (Mezzanine) -1109**

### **DINING SERVICES**

**Dining Reservations -1130**  
**Tim Tivvis, Director -1119**  
**Cornelius Green, Associate Director -1146**  
**David Boadway, Adm. Asst. -1650**  
**Jacqueline Corbett, Nutri. Care Mgr. -1126**  
**Nutri. Care Supervisors -1135**  
**Nutrition Care Cell Phone -285-3934**  
**(for any Hoy Center and Chesapeake concerns use NC cell)**  
**Lisa Faye, Reg. Dietitian Nutritionist -1671**  
**Patricia Borowski, Retail Service Mgr. -2372**  
**Dining Room Supervisors -1121**  
**(for Capes dining issues or concerns call DR Supervisors**

**Bobby Mariner, Executive Chef -1753**  
**Sous Chef's Office -1759**

**Kitchen -1769**  
**Overlook Kitchen -3010**  
**Overlook Office -1250**  
**Storeroom -1134**  
**The Pub Kitchen -3015**  
**Capes Dining Room -1589**  
**Chesapeake-Kitchen -1701**  
**Stone Rehab Kitchen -3020**  
**1A Cape Henry Lighthouse Kitchen -3120**  
**1B Rose Island Lighthouse Kitchen -3121**  
**2A Mission Point Lighthouse Kitchen -3220**  
**2B Point Lookout Lighthouse Kitchen -1716**  
**3B Point Roberts Lighthouse Kitchen -3320**

**Special Projects/Birdsong**

**Rick Tillar, Project Director 919-609-0480**  
**Aisha Azher, Coord. of Spec. Projects &**  
**The Birdsong Initiative -1161**

**BIRDSONG CLINIC**

**Birdsong Clinic Main Number -1622**  
**Birdsong Clinic Non-Emergency -3100**  
**Susan Hopkins, LPN -1662**  
**Tiffany Thomas, LPN -1654**  
**Issel McKensie, Nurse Practitioner -1789**  
**Kristine Salvador, Nurse Practitioner -2403**  
**Glenny Harrington, Clinic Mgr. -2402**

## CHAPLAIN

Jenny Spivey, Associate Chaplain -2445  
Chapel -1300

### CONCIERGE SERVICES

Lori Millon, Senior Manager, Concierge Services -1649  
Beauty/Barber

PS Salon & Spa -1155

PS Salon & Spa (The Hoy Center 1B) -1195

### Catering and Special Events

Christy Hill, Catering & Special Events

Supervisor -1794

### Concierge / Starfish Pointe / Courtesy Desk

Concierge Desk 7:30am to 7:30pm -1102

Starfish Pointe -1138

Yvonne Martinez, Supervisor -1127

Courtesy Desk -1795

### Transportation

Payton Saxton, Transportation Supervisor -1187

### GENERAL SERVICES

Mark Borst, VP Dev. & General Services -1149

Don Coberly, Assistant Director of GS -1140

**REPAIRS** Frances DeBaun, GS Dispatch/Cont.Coord -1142

Emma Herring, Interior Designer  
& Move-In-Coordinator -1693

Stephanie Randall, Asst Move-in Coord -1141

Jay Gregory, Renovations Supervisor -1201

**Jim Shackett, Maintenance Manager -1143**  
**Luis Davila, Maintenance Supervisor -2395**

**HOUSEKEEPING / LAUNDRY**

**Nicole Hamlett, Hospitality & Procurement  
Manager -2404**  
**Diana Smith, Housekeeping Supervisor -1147**  
**Laundry -1152**

**ENHANCED SERVICES**

**Jacquelyn Fries, Administrator -1663**  
Enhanced Services Supv. (cell-816-4689) -1254

Mary Werber, TR Specialist -2399  
Enhanced Services 1st Floor Nurse -1231  
Enhanced Services 2nd Floor Nurse -1259  
Enhanced Services 3rd Floor Nurse -2386  
Capes Dining Room 1st Floor -1589  
Chesapeake-Kitchen -1701  
Chesapeake-Desk -1735

**HEALTH INFORMATION**

**Jason Shaeffer, Director, Health IT -1137**  
**Cindy Fournier, Health Informatics  
Coordinator -1111**  
**Alexandra “Lexi” Yale, Health IT Coordinator -1168**  
**Erin Shriner, Health IT Specialist -1164**

## THE HOY CENTER

**Julia Fretwell, Administrator -1154**

**Kate Speights, Director of Nursing -1580**

**Open, Asst Dir of Nursing**

**The Hoy Welcome Desk -1355**

**Martha Braunstein, Clinical Staff Dev.Coord. -2483**

Nursing Supervisor (cell 816-0938) -1536

Lisa Hall, MDS Coordinator - 1750

Sherlyn Logan, MDS Coordinator -1750

Cynthia Wilson, MDS Coordinator -1157

Cristy Hansen, Admissions Director -1158

Laura Doerner, Marketing and Outreach

Coordinator -2398

**Admissions Cell Phone 757-651-1750**

Barbara MacDonald, Social Work Lead -1627

Brittany Perkins, Social Worker -1758

**Alexandria Hill, Director of Quality  
Management, ES & THC -1278**

Deidra Schriver, TR Specialist -1751

Stone Rehab A -1575

Stone Rehab B -1787

1A Cape Henry Lighthouse -1165

1B Rose Island Lighthouse -1159

2A Mission Point Lighthouse -1630

2B Point Lookout Lighthouse -1578

3B Point Roberts Lighthouse -1749

## HUMAN RESOURCES

Brenda Rosecrans, Director HR &  
Compliance -2474  
Lisa Shepherd, HR Manager -2396  
Brandi Rose, SHRM-CP, HR Coord. -1144  
Owen Johnson, HR Coordinator -1784  
Wendy Fries, HR Generalist II -1285  
Employment Verifications -1372  
Human Resources FAX 496-1698

### **EKLEGO Workforce Solutions**

Sarah Collins 757-251-0933

## **INFORMATION TECHNOLOGY**

**Staff HELP DESK -2488**

**Resident HELP DESK -4357**

Richard Stoneking, Network Administrator  
Manager -1760  
IT Department -1725

## MARKETING / SALES

OPEN SEE ASHLEY ALLMAN , Director Sales & Mktg -  
1167

### **MARKETING**

Sherry Lappin, Marketing Data Analyst -1798  
Margaret Kapko, Marketing Assistant -1785

### **SALES**

Ellen Duckworth, Sales Counselor -1148  
Tracy Amet, Sales Counselor -1788  
Laura Diachenko, Sales Counselor -1799  
Elizabeth Baumer, Sales Counselor -1762

## **PUBLIC RELATIONS**

**Amy Sheyer, PR Coordinator -2336  
Cell 818-438-3120**

## **PHARMACY**

**Starfish Pharmacy -1156  
Pharmacy FAX 496-2869**

## **REHABILITATION SERVICES**

**Brittany Mowfy, Rehab Director -1688  
Outpatient Gym -1690  
Rehab. Services FAX 271-1035**

## **RESIDENT LIFE & WELLNESS**

**Emma Thomas, Sr. Manager -1665**

### **Resident Services**

**Frances Taylor, Resident Services Liaison -1647  
Tracy Erlandson, Resident Services Liaison -1694  
Emily Rose, VB Fellows Intern -1582**

### **Programming**

**Emily Bacalis, Program Coordinator -1153**

### **Fitness/Aquatic Wellness**

**Pam Clapp, Aquatic and Fitness Coord. -1692  
Cheryl Justice, Exercise/Aquatic Spec. -1635  
Alexandra Moore, Exercise/Aquatic Specialist -1686  
Janet Turner, Exercise/Aquatic Specialist -1635  
Melissa Turnage, Exercise/Aquatic Specialist -1686**



**Karen Edge, Exercise/Aquatic Specialist -1692**

**Founders' Pool -1132**

**West Tower Pool/Fitness Center -2366**

**Connection Program**

**Kathryn Perry, Connection Coordinator -2461**

**Security**

**EMERGENCIES ONLY - 0**

**Carvas Hill, Safety/Security Manager -1664**

**Nick Reardon, Security Supervisor -1170**

**Welcome Center -1145**

**Security Office -2442**

**SENIOR OPTIONS, LLC**

**Nancy King, President SO & WCAH -1464**

**Michelle Bridges, Director of Bus. Dev. -1740**

**Joan Punch, Director of Quality Assurance &  
Compliance -1792**

**Hazel Nugent, Bus Dev Mgr 757-329-4461**

**Megan Frazier, Financial Solutions Specialist -2496**

**Chris Vallandigham, Dir. Health Info Technology -2481**

**Frida Pimentel, Clinical Solutions Spec. -2479**

**Melinda Coley, Sr. Dir. Finance & Oper. -2462**

**Joan Noe, Project Mgr/Client Liaison -1724**

**Cierra Ames, HCBS Billing Spec. -1115**

**Elaine Hambright, Billing Spec. -2478**

Jenney Madril, Billing Spec. -2487  
Marcie Tanner, Partner HH Billing Spec. -1306  
Tyshinia Brewster, HH/Hsp Billing Spec. -2475  
Tiffany Dalziel, Health Information Spec. -2493

**WESTMINSTER-CANTERBURY AT HOME LLC**

**Main Number all staff /24 hours -1653**

Nancy King, President SO & WCAH -1464  
Angela Lavigne, Senior Director of  
Clinical Operations -1773  
Rachel Jordan, Assistant Administrator -1691  
Renee Morris, WCAH Office Assistant -2491  
Tammi Shaffer, Hospice Director -2467  
Sheila deGuzman, Outreach Director -2273  
Lisa Wise-Chapman, Assoc Outreach Coord.  
757-650-8724  
Madison Lewis, Assc Outreach Coord. 757-910-2184  
Keith Markowitz, Outreach Coord. 757-282-8602  
Cassie Wellford, Outreach 757-284-8948  
Tara Higginbotham, Clinical Liaison 757-266-8781  
Rachael Buttler, Home Care Coord. -2463  
Olivia Flores, Home Health Intake Coord. -2385  
Candy Modlin, WCAH—Scheduler -2489  
Michelle Dio, HH Director -2449  
Marian Garcia - Hospice HIC -2471  
Melissa Ballou, Hospice HIC -2486  
Sonja Kirkman, Hospice Intake Coord. -2464  
Jennifer Madril, HH/Hosp Billing Spec -2487

**Sarah McBride, MSW, Hospice Support  
Services Manager -2451**

**Micheline Meyers, Hospice SW/Vol Coord. -2440**

**Sarah Russ, Hospice Volunteer Coord. -2482**

**Jessica Keetz, Therapy Team Leader 757-376-8992**

### **Other Numbers**

#### **F & J**

**F & J Corner Shop (mailbox hallway) x 1710**

**F & J Work Room (Tues 10-3:30) x 2371**

**F & J Furniture Room (open 6a - 9a daily) x 2441**

#### **POOLS**

**East Tower Founders Pool x 1132**

**West Tower Pool**

#### **Woodpeckers Shop**

**Woodpeckers (located near ET pool) x 1131**

**Art Studio -2434**

**House Phone (by Front Desk) -1481**

**House Phone (by HCC Entrance) -1617**

**Lounges:**

**4th -1318**

**8th -1429**

**12th -1537**

**5th -1345**

**9th -1457**

**PH -1545**

**6th -1371**

**10th - 1483**

**PH Game Room**

**7th -1401**

**11th -1511 -1592**

**Resident Business Office -1192**

**Towne Bank 769-7001**

## **Frequently Dialed Numbers**

Albano Dry Cleaners (3025 Shore Drive) 481-7019

Hilltop Dry Cleaners (PO Box 1085, Chesapeake 23327)  
270-3950

Information (\$\$ fees may apply) 411

Information (free call) 1-800-373-3411

Med Emporium (Regency Hilltop) 428-0787

National Do Not Call Registry 1-888-382-1222

Police NON-Emergency 385-5000

Rite Aid Pharmacy (2817 Shore Drive) 496-9636

Towne Bank (First Colonial Road) 412-2400

Traffic information (call from cell phones only) 511

USPS (nearest branch: Atlantic Garden Center, 1276 N.  
Great Neck Rd.) 481-1515

Virginian Pilot 446-9000

Weather Forecast (once answered, select 1, then 2) 899-  
4200

Walgreens Pharmacy (4768 Shore Dr) - 460-1290

## **Hospital Phone Numbers & Addresses**

Bon Secours DePaul Medical Center 889-5000

150 Kingsley Lane, Norfolk, VA 23505

Bon Secours Mary Immaculate Hospital 886-6000

2 Bernardine Dr, Newport News, VA 23602

Bon Secours Maryview Medical Center 398-2200

3636 High St., Portsmouth, VA 23707

Chesapeake General 312-8121

736 Battlefield Blvd. North, Chesapeake, VA 23320

Portsmouth Naval Medical Center 953-5000

620 John Paul Jones Cir., Portsmouth, VA 23708

Sentara Albemarle Hospital 252-335-0531

1144 N. Road St, Elizabeth City, NC 27909

Sentara Careplex Hospital 736-1000

3000 Coliseum Drive, Hampton, VA 23666

Sentara Heart Hospital 388-8000

600 Gresham Drive, Norfolk, VA 23507

Sentara Independence (Emergency/Outpatient only) 363-6100

Sentara Leigh 261-6000

830 Kempsville Road, Norfolk, VA 23502

Sentara Norfolk General 388-3000

600 Gresham Drive, Norfolk, VA 23507

Sentara Obici Hospital 934-4000

2800 Godwin Blvd, Suffolk, VA 23434

Sentara Princess Anne 507-1000

2025 Glenn Mitchell Dr, Virginia Beach, VA 23456

Sentara Virginia Beach General 395-8000

1060 First Colonial Rod, Virginia Beach, VA 23454

Sentara Williamsburg Regional Medical Center 984-6000

100 Sentara Circle, Williamsburg, VA 23188

**DIAL "0" For EMERGENCIES ONLY**